

Individual Development Plan

(Employee's Name)

Current Position: Secretary (Office Automation)

Current Series/Grade: FG-0318-6

Current Organization: (Organization)

Short-term Career Goal: To gain the knowledge and skills necessary to qualify for a developmental Computer Specialist Position.

Long-term Career Goal: Enhance my knowledge and skills in order to qualify and obtain the target FG-0334-12 computer specialist position.

Present Competencies:

Completed Formal Training:

CS 1103 Intro to Computer Systems – University of Central Oklahoma - Fall 1992

CS 1512 Beginning Programming-Pascal - University of Central Oklahoma - Summer 1995

CS 1103 Intro to Computer Applications - Oklahoma City Community College - Fall 1996

Microsoft Project 4.1 – Productivity Point – October 1998

Working knowledge of the following programs used at the (Organization):

Microsoft Word 7.0 & 97, Excel 7.0 & 97, PowerPoint 7.0 & 97, Access 7.0 & 97, Lotus cc:Mail 8.0, Lotus Organizer, Microsoft Outlook 98, Comprehensive Airmen Information System, IPPS, Travel Manager, and BOSS.

The remainder of the knowledge I have received has been through independent exploration. I work on my computer at home and on the computers of friends and family. I am a quick learner and very eager when it comes to learning about the inner workings of the computer. When a problem arises, I use multiple resource to learn how to fix it myself.

Developmental Objectives:

Acquire the necessary knowledge, skills, and abilities to perform the following duties:

- a. ***Develops or manages overall plans***, criteria, and/or operational requirements to improve quality, effectiveness, and efficiency of business methods, procedures, and processes.
- b. ***Manages, maintains and/or develops*** large, complex, or sensitive applications and/or systems/subsystems. The knowledge, skills, and abilities that I intend to develop would begin with End-User Support and progress over several years to System Administration. A description of the basic duties I will need to prepare for include:

(1) End-User Support. Provide end-user automation problem resolution and training support. Develop thorough knowledge of computer technology and limitations of the software, hardware, and communications equipment used in the (Organization's) automated systems. Develop an awareness of the marketplace (COTS hardware, software, and services) and be able to evaluate and recommend alternatives when software applications and automation hardware are no longer supported by the manufacturer nor meets (the Organization) needs. Work in a timely, efficient, and professional manner.

(2) E-Mail. Support E-Mail services in the (Organization) as needed and when needed in a manner so customers are not negatively impacted.

(3) Local Area Network Support Services. Provide all forms of support required to fully implement and maintain the (Organization's) local-area network. This includes systems engineering, analytical, and maintenance services to support the Network Operating Systems (NT and Netware), file servers, database servers, local area networking devices/circuits, and end user operating environments and applications software. Provide and maintain the basic infrastructure to support all current and future (Organization) automation and system implementation efforts.

(4) (System) System Administration. Routinely monitor client/server activity, manage queues, uncache bad images, monitor magnetic resources, configure and maintain user accounts and profiles, manage optical space, generate statistical and administrative reports, maintain system security, administer database tables, ensure backups are timely and properly generated, provide guidance, training, and perform other duties as required to maximize system efficiency, reliability, and availability.

c. ***Demonstrate technical expertise***, work independently and in teams, exercise sound judgment, and demonstrate self-motivation and innovation in accomplishing project duties. Improve technical writing and documentation skills.

d. ***Investigate feasibility of alternate approaches*** for project design by determining the best balanced solutions, e.g. satisfy both immediate and long-term needs, facilitate subsequent modifications, conform to national standards, and optimize automation and/or other resources. Determines input needed, system interrelationships, processing logic involved, and develops system data flow and functional documentation, database, and programming specifications, as well as training and documentation outlines as required.

Planned Training for Career Development:

Formal training to be funded by (the Organization)

CS 1353 Microcomputer Operating Systems - OCCC

CS 2153 Windows Support - OCCC

CS 2303 Local Area Networking - OCCC

Windows 2000 Server: Installation and Administration - CBI Training

Various other Distance Learning training courses through the Academy

Team Building

Elements of Management Analyst

Management Analysis: Planning 43GH (Nationwide Training)

Management Analysis: Data Gathering 43FL (Nationwide Training)

Formal training to be funded personally if not funded by (the Organization)

CS 1413 Microcomputer Technology – OCCC

CS 2403 Microcomputer Support Services - OCCC

CS 2413 Internet - OCCC

CS 2423 Software Customization and Integration - OCCC

CS 2503 Network Administration – OCCC

Intro to HTML & Site Design – Francis Tuttle

Web Design Concepts – Francis Tuttle

Additional or alternate formal training may be required.

Informal

Shadow current Computer Specialist in the (Organization) as they perform end-user support, E-Mail support, LAN support, and (System) system administration functions in order to gain experience with the workings of not only the systems inside the (Organization) but to enhance my computer knowledge in general.

Receive general On-the-Job training in all the various areas discussed in this IDP.

Read technical manuals and books provided by the staff.

Audit entire System Administrator training course and possibly other courses offered by the vendor on the (System) system where permitted by the (System) Team Coordinator. Receive basic instruction on certain areas of the SA Training conducted by System Administrator(s) as recommended by the (System) Team Coordinator

Work with (Organization) staff to create internal training programs, e.g. Outlook, and conduct training.

Assist in system testing to gain an understanding or overview of the system features, and how the improved workflow process works. Assist in quality assurance of optical platters to enhance teamwork. Assist in other areas of (System) implementation and testing that will assist me in gaining an understanding in how to improve quality, effectiveness, and efficiency of business methods, procedures, and processes.

Improve technical writing skills by documenting various technical meetings and processes.

Observe demonstration of Help Desk software and assist in updating, reporting, and analyzing the data.

(Employee) _____ Date _____
(Organization Routing Symbol)

(First Level Supervisor) _____ Date _____
(Organization Routing Symbol)

(Second Level Supervisor) _____ Date _____
(Organization Routing Symbol)